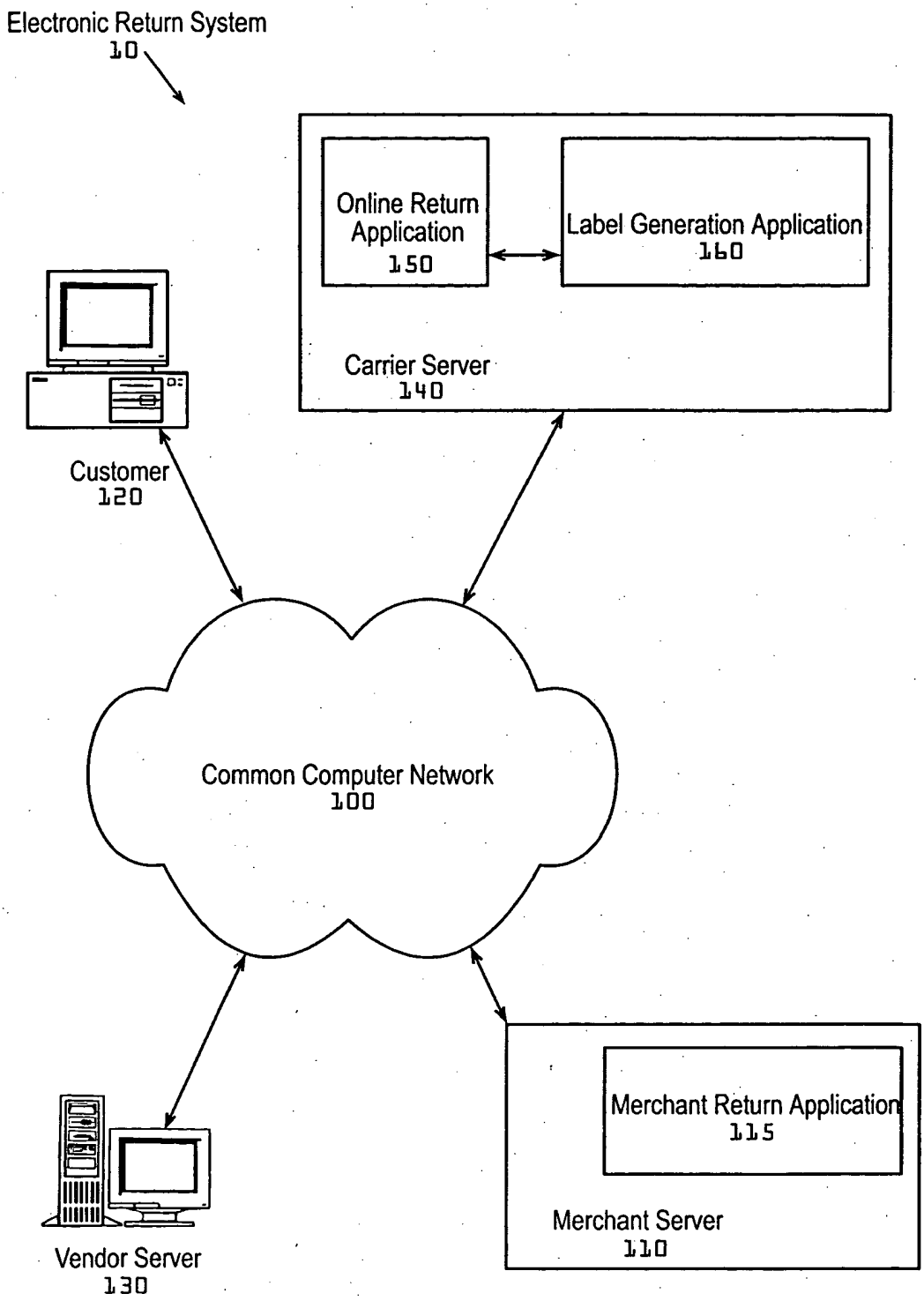
Electronic Return System
10
Online Return Application
150
Label Generation Application
160
Carrier Server
140
Customer
120
Common Computer Network
100
Merchant Return Application
115
Merchant Server
110
Vendor Server
130

Fig. 1

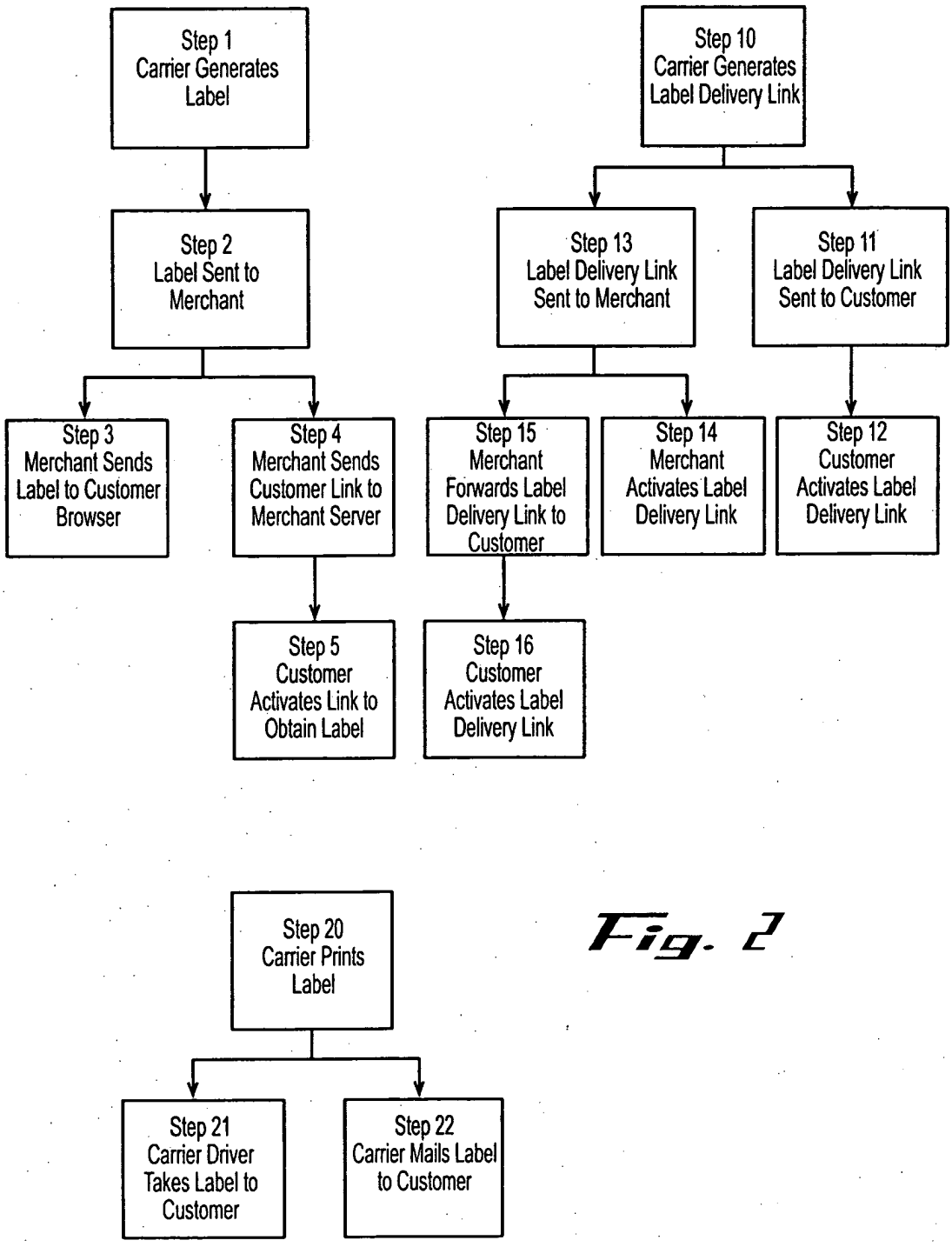
Step 1
Carrier Generates Label
Step 2
Label Sent to Merchant
Step 3
Merchant Sends Label to Customer Browser
Step 4
Merchant Sends Customer Link to Merchant Server
Step 5
Customer Activates Link to Obtain Label
Step 10
Carrier Generates Label Delivery Link
Step 13
Label Delivery Link Sent to Merchant
Step 11
Label Delivery Link Sent to Customer
Step 15
Merchant Forwards Label Delivery Link to Customer
Step 14
Merchant Activates Label Delivery Link
Step 12
Customer Activates Label Delivery Link
Step 16
Customer Activates Label Delivery Link
Step 20
Carrier Prints Label
Step 21
Carrier Driver Takes Label to Customer
Step 22
Carrier Mails Label to Customer

Fig. 2

Title of Invention: Systems and Methods for Using a Web Portal to Integrate Into a Carrier Return System
Inventor(s) Name: Walters et al.
Attorney Docket Number: 18360/260051

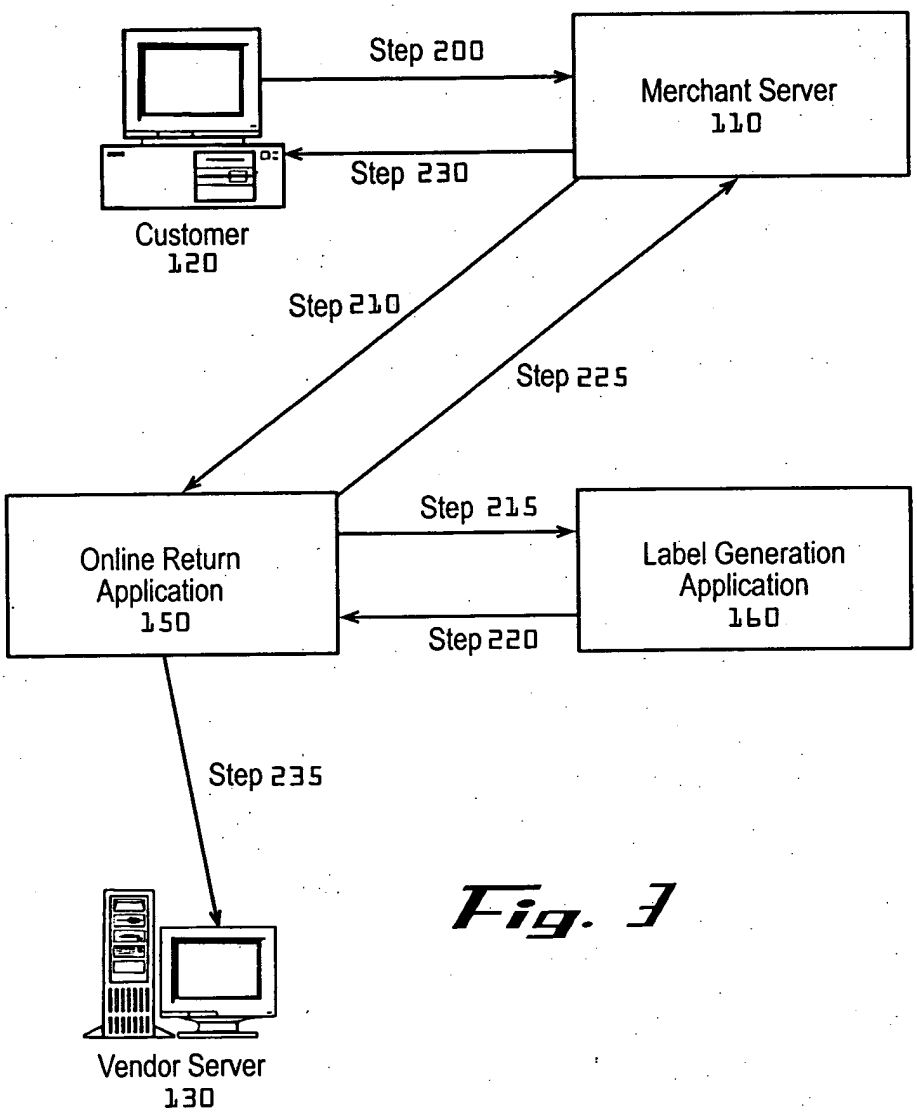

Fig. 1

Title of Invention: Systems and Methods for Using a Web Portal to Integrate Into a Carrier Return System
Inventor(s) Name: Walters et al.
Attorney Docket Number: 18360/260051

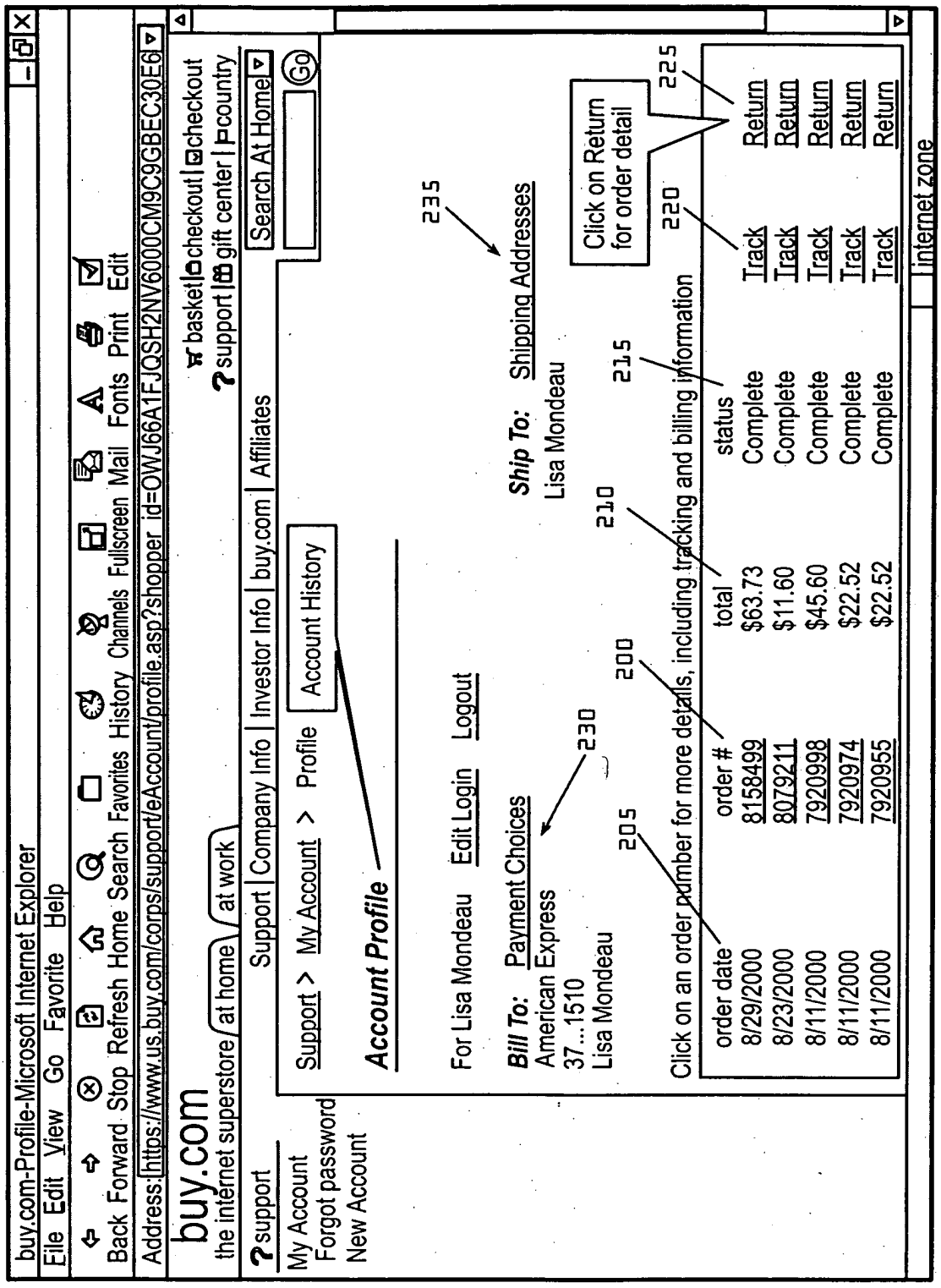

Fig. 4A

Title of Invention: Systems and Methods for Using a Web Portal to Integrate Into a Carrier Return System
Inventor(s) Name: Walters et al.
Attorney Docket Number: 18360/260051

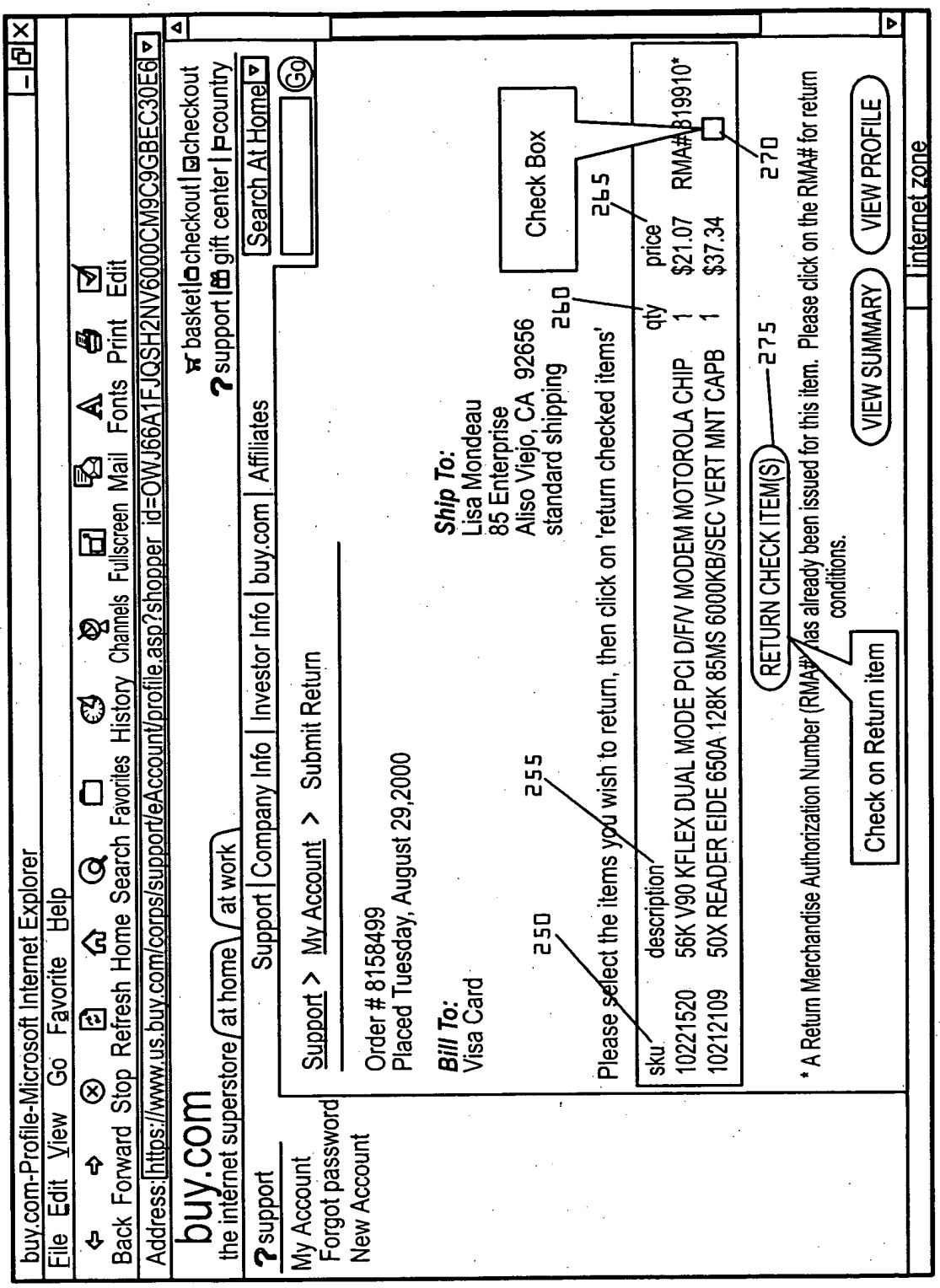

Fig. 4B

Title of Invention: Systems and Methods for Using a Web Portal to Integrate Into a Carrier Return System
Inventor(s) Name: Walters et al.
Attorney Docket Number: 18360/260051

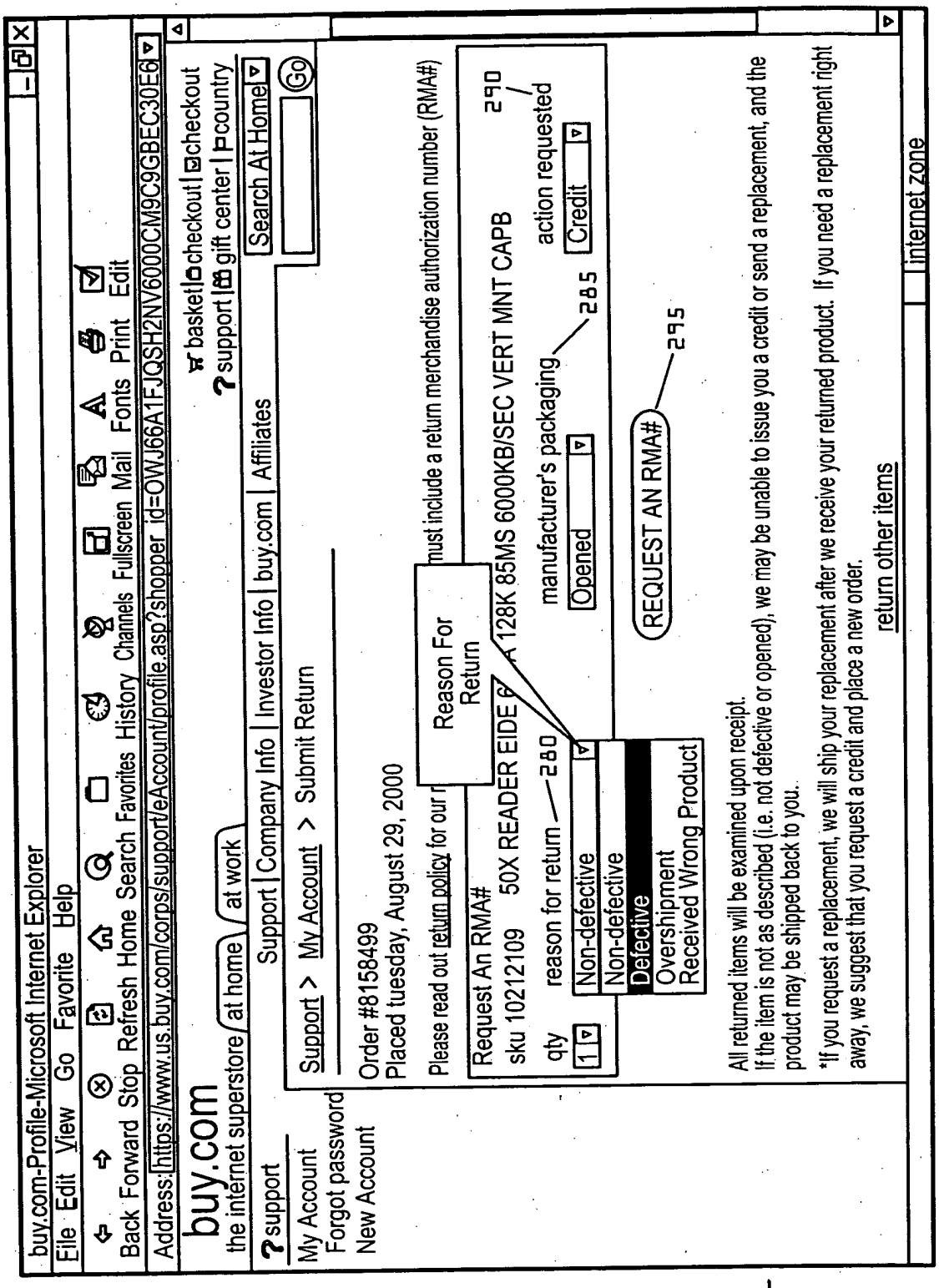

Fig. 4C

Title of Invention: Systems and Methods for Using a Web Portal to Integrate Into a Carrier Return System
Inventor(s) Name: Walters et al.
Attorney Docket Number: 18360/260051

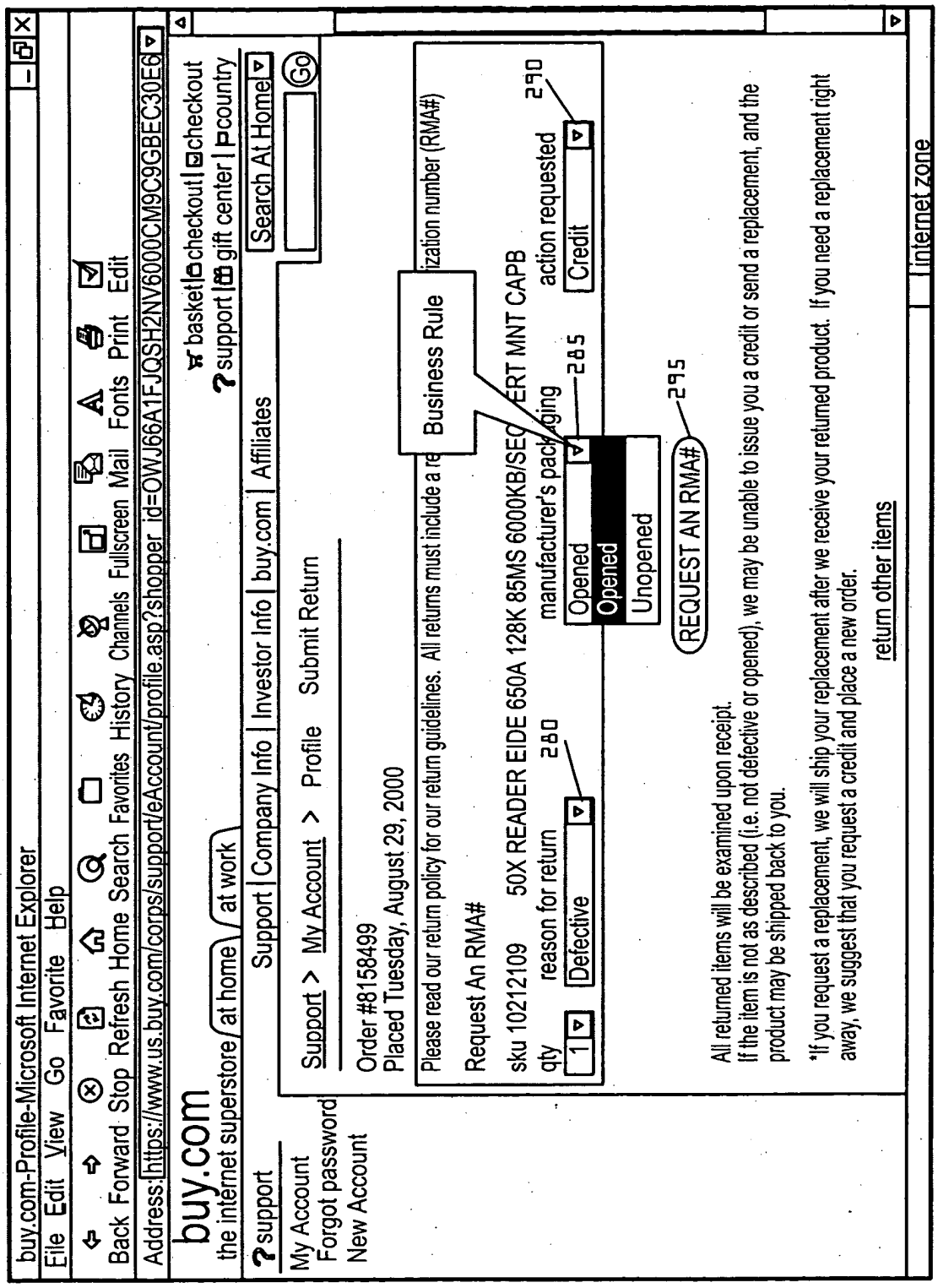

Fig. 4D

Title of Invention: Systems and Methods for Using a Web Portal to Integrate Into a Carrier Return System
Inventor(s) Name: Walters et al.
Attorney Docket Number: 18360/260051

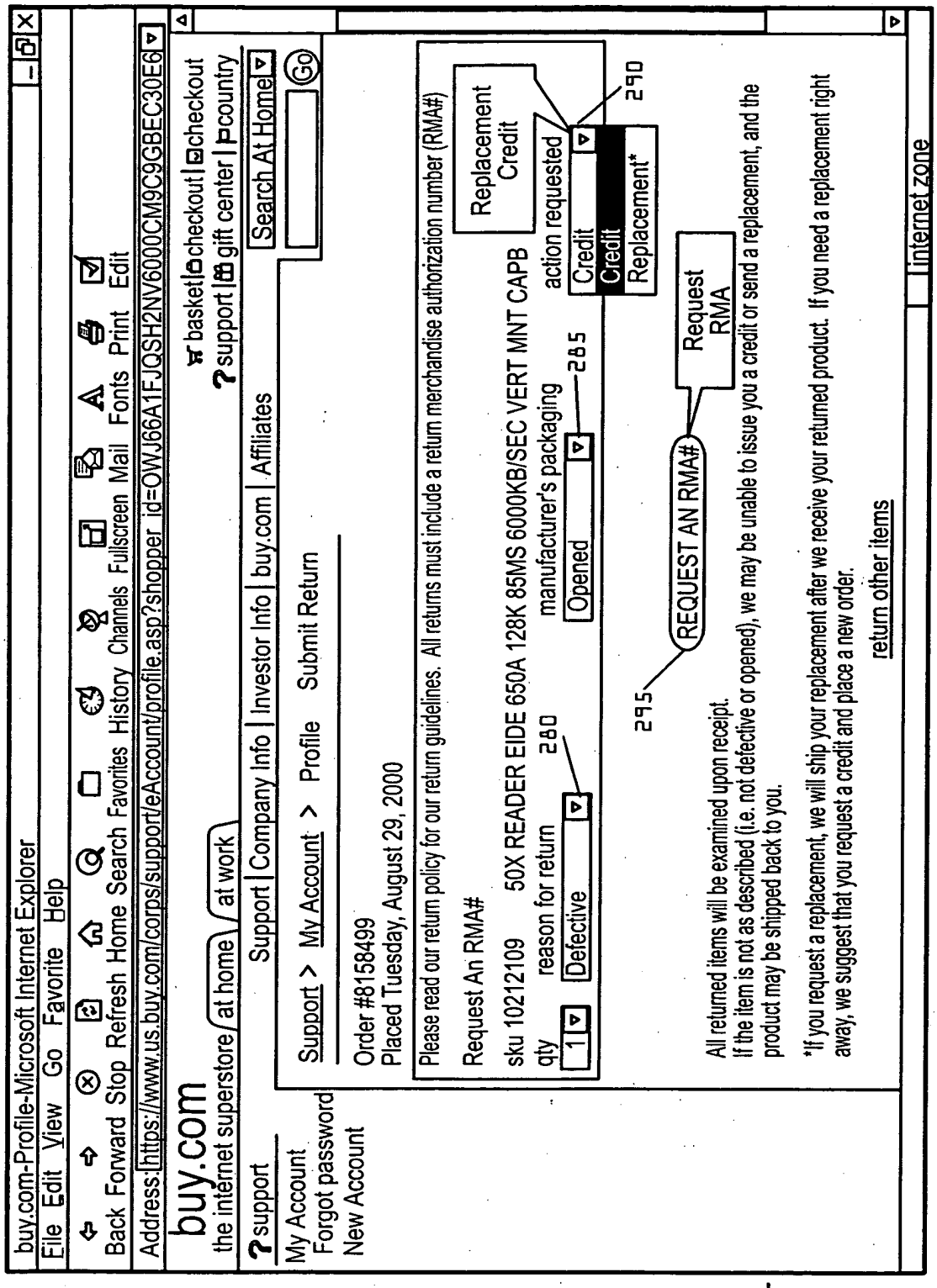

Fig. 4E

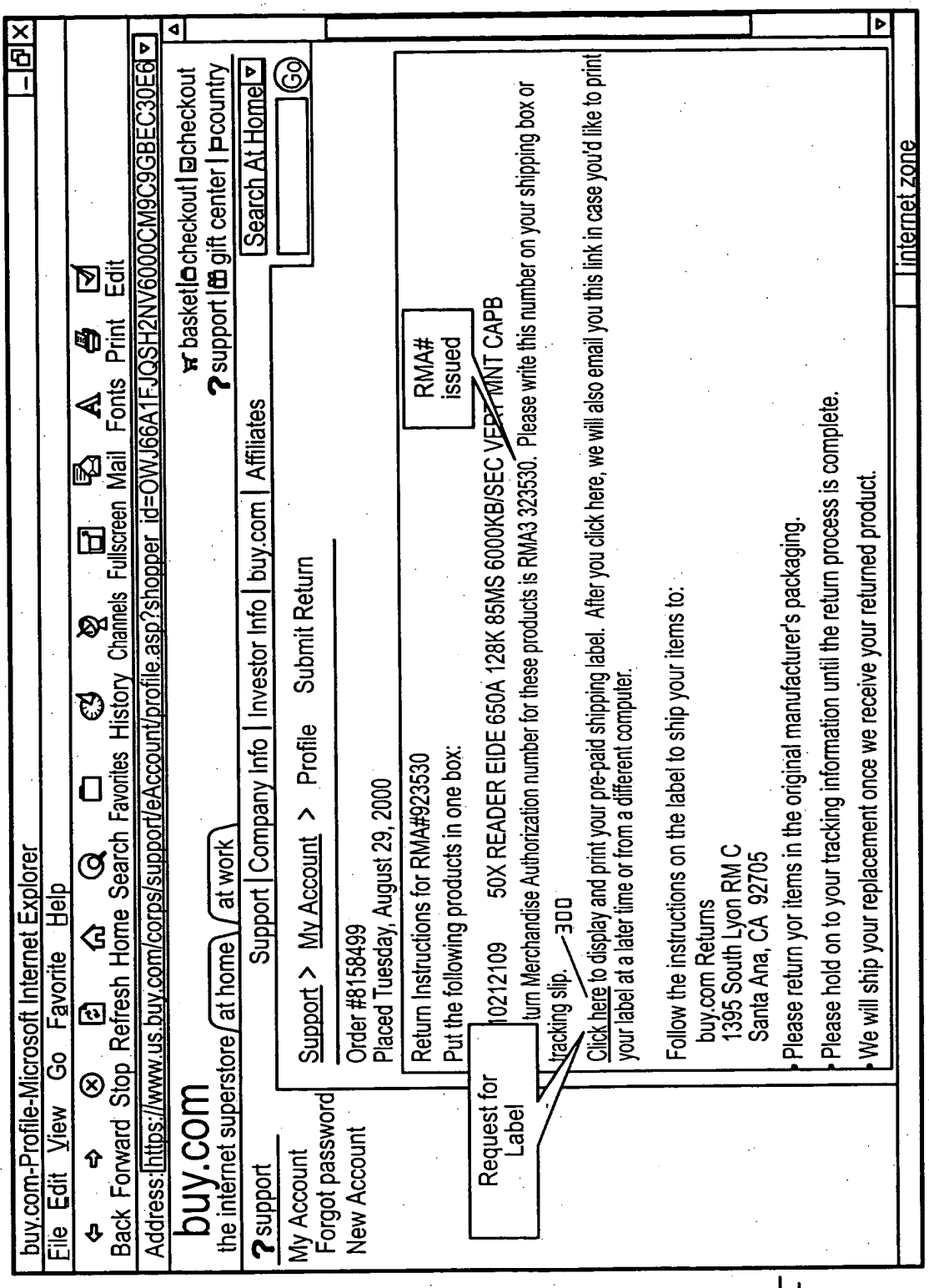
buy.com-Profile-Microsoft Internet Explorer
File Edit View Go Favorite Help
Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Fonts Print Edit
Address: https://www.us.buy.com/corps/support/eAccount/profile.asp?shopper_id=OWJ66A1FJQSH2NV6000CM9C9GBEC30E6
buy.com
the internet superstore
at home
at work
basket | checkout | checkout
support | gift center | country
Support | Company Info | Investor Info | buy.com | Affiliates
Search At Home
Go
support
My Account
Forgot password
New Account
Support > My Account > Profile Submit Return
Order #8158499
Placed Tuesday, August 29, 2000
Return Instructions for RMA#923530
Put the following products in one box:
RMA# issued
Request for Label
0212109 50X READER EIDE 650A 128K 85MS 6000KB/SEC VERT MNT CAPB
turn Merchandise Authorization number for these products is RMA3 323530. Please write this number on your shipping box or tracking slip.
300
Click here to display and print your pre-paid shipping label. After you click here, we will also email you this link in case you'd like to print your label at a later time or from a different computer.
Follow the instructions on the label to ship your items to:
buy.com Returns
1395 South Lyon RM C
Santa Ana, CA 92705
Please return yor items in the original manufacturer's packaging.
Please hold on to your tracking information until the return process is complete.
We will ship your replacement once we receive your returned product.
Internet zone

Fig. 4F

```
<AccessRequest>                                          315        310
        <AccessLicenseNumber>5B532C247568B520<AccessLicenseNumber>
        <UserId>JohnQPublic</UserId>
        <Password>p@$$w*rd</Password>                    320
</AccessRequest>                                                    305
<ReturnRequest>                                                      ↙
        <Request>
                <RequestAction>Return</RequestAction>
                <TransactionReference>
                        <CustomerContext/>
                <XpciVersion Version = "1.0002"/>
        </TransactionReference>
322 ↘</Request>
<LabelSpecification>                                 325
        >LabelPrintMethod>                           ↙
                <Code>GIF</Code>                                330
        </LabelprintMethod>                                     ↙
        <LabelStockSize)
                <Height>8</Height
                <Width>4</Width>                                    332
        </LabelStockSize>                                           ↙
        <HTTPUserAgent>Mozilla/4.5</HTTPUserAgent>
        <LabelImageFormat>                                  335
                <Code>GIF</Code>                            ↙
        </LabelImageFormate>
337 ↘</LabelSpecification>
<Shipment>                                           340
        <Shipper>                                    ↙
                <Name>Merchant</Name>
                <PhoneNumber>8005551212</PhoneNumber>
                <ShipperNumber>abc123</ShipperNumber>
                <Address>
                        <AddressLine1>11 Merchange Lane</AddressLine1>
                        <City>Atlanta</City>
                        <StateProvinceCode>GA</StateProvincecode>
                        >PostalCode>30188</PostalCode>
                        <Countrycode>US</CountryCode>
                </Address>
        </Shipper>                                   345
        <ShipTo>                                     ↙
                <CompanyName>Vendor</CompanyName>
                <AttentionName>ContactName</AttentionName>
                <PhoneNumber>8009190000</PhoneNumber>
                <Address>
                        <AddressLine1>33 Vendor Lane</AddressLine1>
                        <City>Atlanta</City>
                        <StateProvinceCode>GA</StateProvinceCode>
                        <PostalCode>30018</PostalCode>
                        <PostalCode>US</CountryCode>
                </Address>
        </ShipTo>                                    350
        <ShipFrom>                                   ↙
                <CompanyName>Jane Doe</CompanyName>
                <PoneNumber>5551414</PhoneNumber>
                <Address>
                        <AddressLine1>2001 Consumber Drive</AddressLine1>
                        <City>Atlanta</City>
                        <StateProvinceCode>GA</StateProvinceCode>
                        <PostalCode>30010</PostalCode?
                        <CountryCode>US/CountryCode?
                </Address>
        </ShipFrom>
```

Fig. 5A

```
<ReturnService>                                    351        305
        <Code>4</Code>
</ReturnService>                                   352
<Service>
        <Code>01</Code>
</Service>                                         355
<PaymentInformation>
        <Prepaid>
                <BillShipper>
                        <AccountNumber>123456</AccountNumber>
                </BillShipper>
        </Prepaid>
</PaymentInformation>                              360
<Package>
        <PackageServiceOptions>
                <Notification>                                                    365
                        <NotificationCode>3</NotificationCode?
                        <EMailMessage>
                                <EMailAddress>Vendor@vendor.com</EMailAddress>
                                <Memo/>
                                <Subject>Shipment ID</Subject>
                                <FromEMailAddress>Shipper@shipper.com</FromEMailAddress>      370
                                <FromName>Merchange</FromName>
                                <UndeliverableEMailAddress>Shipper@shipper.com</UndeliverableEMailAddress>
                                </EMailMessage>
                        </Notification>
        </PackageServiceOptions>
        <AdditionalHandling/>
        <ReferenceNumber>
                <Code>75</code>
                <Value>0123456789</Value>
        </ReferenceNumber>
        <Description>Letter to be returned</Description>
        <PackagingType>
                <Code>01</Code>
        </PackagingType>
    </Package>
  </Shipment>
</ReturnRequest>
```

Fig. 5B

Title of Invention: Systems and Methods for Using a Web Portal to Integrate Into a Carrier Return System
Inventor(s) Name: Walters et al.
Attorney Docket Number: 18360/260051

UPS Internet Shipping: View/Print Label

UPS Internet Shipping: View/Print Label

475

1. Print the label: Select Print from the File menu in this browser window to print the label below.

2. Fold the printed label at the dotted line. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.

3. Getting Your Shipment to UPS 480
   Customers without a Daily Pickup
   Ground, 3 Day Select, and Standard to Canada shipments must be dropped off at an authorized UPS location, or handed to a US driver. Pickup service is not available for these services. To find the nearest drop-off location, select the Drop-off icon from the UPS tool bar.
   Air shipments (including Wouldwide Express and Expedited) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select the Pickup or Drop-off icon from the UPS tool bar.
   Click here to find your nearest UPS Drop-off Location. 410

   Customers with Daily Pickup 485
   Your driver will pickup your shipment(s) as usual.

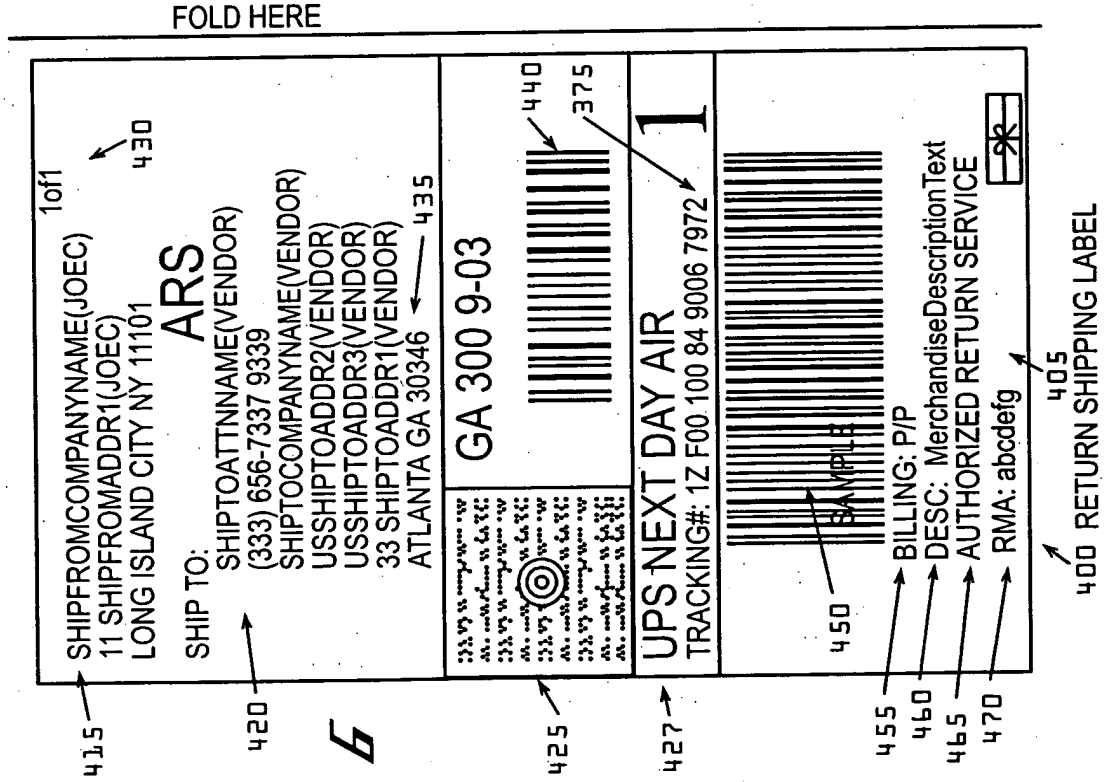

Fig. 6

```
<?xml version = "1.0"?>                                                    500
<ReturnResponse>                                  505
    <Response>                                          510
        <TransactionReference>
            <CustomerContext>
                <XpciVersion Version  ":1.0002"/>
            </CustomerContext>
        </TransactionReference>                                            515
        <ResponseStatusCode>1</ResponseStatusCode>
        <ResponseStatusDescription>Success</ResponseStatusDescription>
    </Response>
    <ShipmentResults>                  520
        <ShipmentCharge>
            <TransportationCharges>
                <CurrencyCode>USD</CurrencyCode>
                <MonetaryValue>3.5</MonetaryValue>
            </TransportationCharges>
            <ServiceOptionsCharges>
                <CurrencyCode>USD</CurrencyCode>
                <MonetaryValue>3.5</MonetaryValue>
            </ServiceOptionsCharges>
            <TotalCharges>
                <CurrencyCode>USD</CurrencyCode>
                <MonetaryValue>7.00</MonetaryValue>
            </Totalcharges>
        </ShipmentCharges>
                                                   525
    <BillingWeight>
        <UnitOfMeasurement>
            <Code>LBS</Code?
        </UnitOfMeasurement>                                               530
        <Weight>0</Weight>
    </BillingWeight>
    <ShipmentIdentificationNumber>1Z123BDS4561268F9L</ShipmentIdentificaitonNumber>
    <PackageResults>
        <TrackingNumber>1Z123BDS4561268F9L</TrackingNumber>
        <TransportationCharges>
535         <CurrencyCode>USD</CurrencyCode>
            <MonetaryValue>3.5</MonetaryValue>
        </TransportationCharges>
        <ServiceOptionsCharges>
            <CurrencyCode>USD</CurrencyCode>
            <MonetaryValue>3.5</MonetaryValue>
        </ServiceOptionsCharges>
        <TotalPackageCharges>
            <CurrencyCode>USD</CurrencyCode>
            <MonetaryValue>7.00</MonetaryValue>
        </TotalPackageCharges>
    </PackageResults>
</ReturnResponse>
</ReturnResponse>
```

Fig. 1

---------- Original Message ----------
From: ShipperName(MERCH) [mailto:esc1cbf@ups.com]
Sent: Tuesday, March 06, 2001 11:50 AM
To: esc1gsc@ups.com
Subject: ReturnNotSubjectTest

UPS ReturnNotification

555

Message:

This notice is to alert you that a shipment is in transit to:
ShipToAttnName*(VENDOR)
ShipToCompanyName(VENDOR0 — 420
33 ShipToAddr1(VENDOR)
USShipToAddr2(VENDOR)
USShipToAddr3(VENDOR)
Atlanta, GA 30346

This shipment was processed on Tue mar 06 11:49:57 EST 2001 by:
ShipFromAttnName(JOEC)
ShipFromCompanyName(JOEC)
11 ShipFromAddr1(JOEC) — 415
USShipFromAddr2(JOEC)
USShipFromAddr3(JOEC)
Long Island City, NY 11101

This shipment was processed by UPS OnLine Tools.
To learn more about the benefits fo shipping with UPS OnLine, please4 see:
http://ec,ups.com

375

Shipment Detail:
Tracking# for Shipment: 1ZF001008493498233 — 460
Merchandise Description: MerchandiseDescriptionTest

427

Additional Detail:
UPS Service Level: Next Day Air
Shipment Weight: 4.0 LBS — 430
RMA: abcdefg — 470

You can track the shipment at any time from the following URL:
http://wwwapps.ups.com/etracking/tracking.cgi?tracknum=1ZF001008493498233
Or go to http://wwwwapps.ups.com/etracking/tracking.cgi
and enter the tracking number.

Fig. 8A

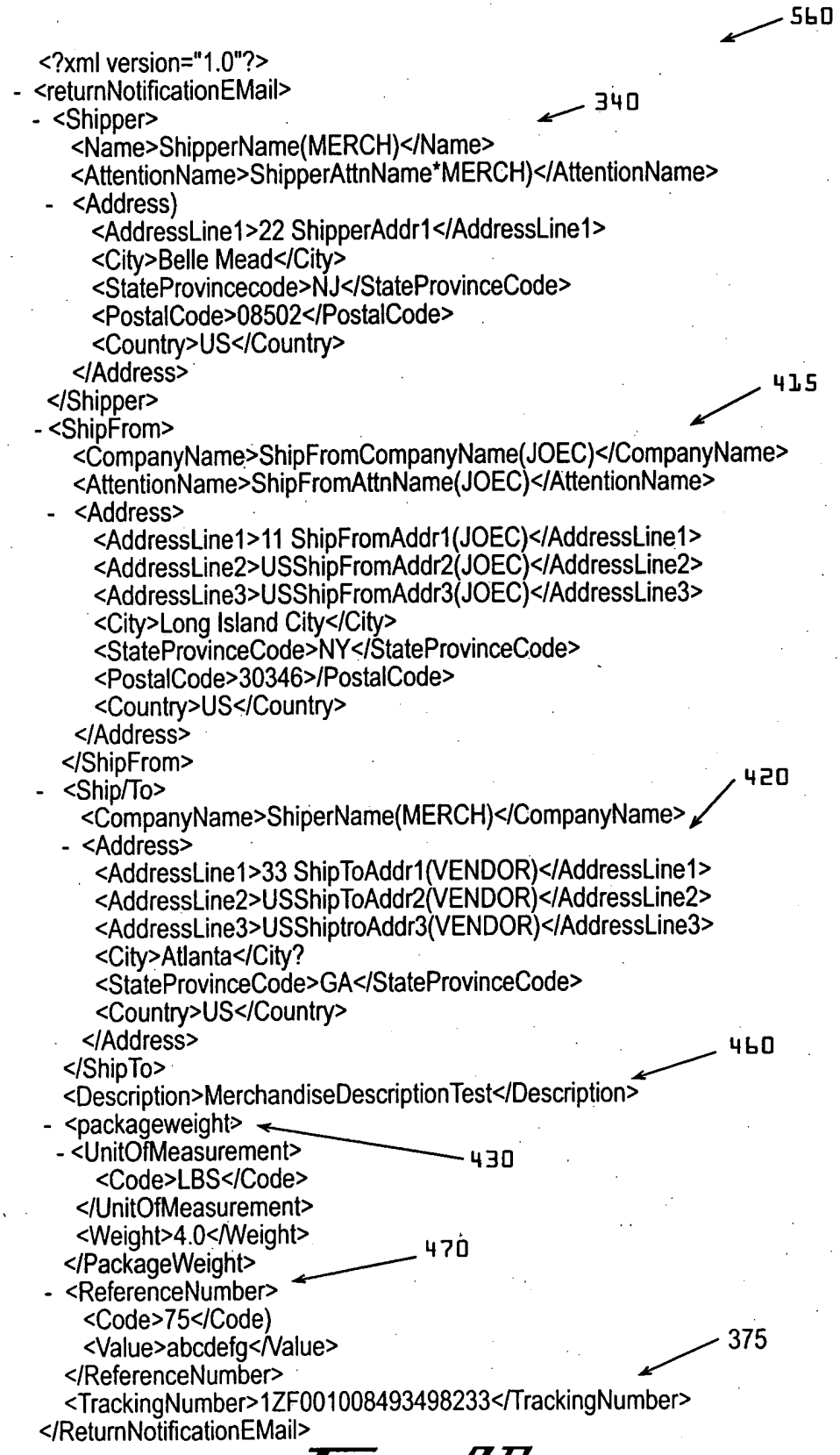
560
340
415
420
460
430
470
375
<?xml version="1.0"?>
- <returnNotificationEMail>
- <Shipper>
<Name>ShipperName(MERCH)</Name>
<AttentionName>ShipperAttnName*MERCH)</AttentionName>
- <Address)
<AddressLine1>22 ShipperAddr1</AddressLine1>
<City>Belle Mead</City>
<StateProvincecode>NJ</StateProvinceCode>
<PostalCode>08502</PostalCode>
<Country>US</Country>
</Address>
</Shipper>
- <ShipFrom>
<CompanyName>ShipFromCompanyName(JOEC)</CompanyName>
<AttentionName>ShipFromAttnName(JOEC)</AttentionName>
- <Address>
<AddressLine1>11 ShipFromAddr1(JOEC)</AddressLine1>
<AddressLine2>USShipFromAddr2(JOEC)</AddressLine2>
<AddressLine3>USShipFromAddr3(JOEC)</AddressLine3>
<City>Long Island City</City>
<StateProvinceCode>NY</StateProvinceCode>
<PostalCode>30346>/PostalCode>
<Country>US</Country>
</Address>
</ShipFrom>
- <Ship/To>
<CompanyName>ShiperName(MERCH)</CompanyName>
- <Address>
<AddressLine1>33 ShipToAddr1(VENDOR)</AddressLine1>
<AddressLine2>USShipToAddr2(VENDOR)</AddressLine2>
<AddressLine3>USShiptroAddr3(VENDOR)</AddressLine3>
<City>Atlanta</City?
<StateProvinceCode>GA</StateProvinceCode>
<Country>US</Country>
</Address>
</ShipTo>
<Description>MerchandiseDescriptionTest</Description>
- <packageweight>
- <UnitOfMeasurement>
<Code>LBS</Code>
</UnitOfMeasurement>
<Weight>4.0</Weight>
</PackageWeight>
- <ReferenceNumber>
<Code>75</Code)
<Value>abcdefg</Value>
</ReferenceNumber>
<TrackingNumber>1ZF001008493498233</TrackingNumber>
</ReturnNotificationEMail>

Fig. 8B

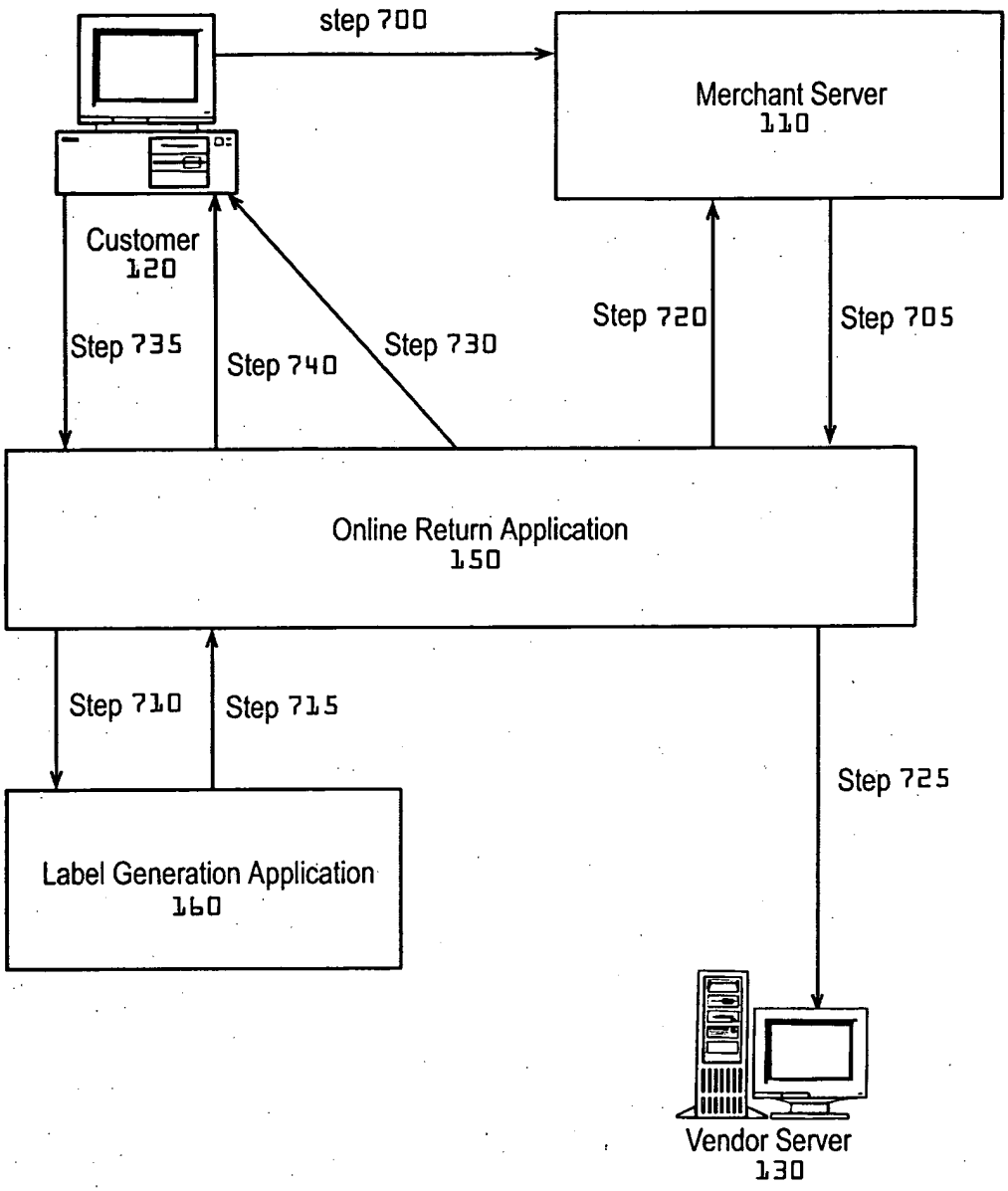
step 700
Merchant Server
110
Customer
120
Step 735
Step 740
Step 730
Step 720
Step 705
Online Return Application
150
Step 710
Step 715
Step 725
Label Generation Application
160
Vendor Server
130

Fig. 9

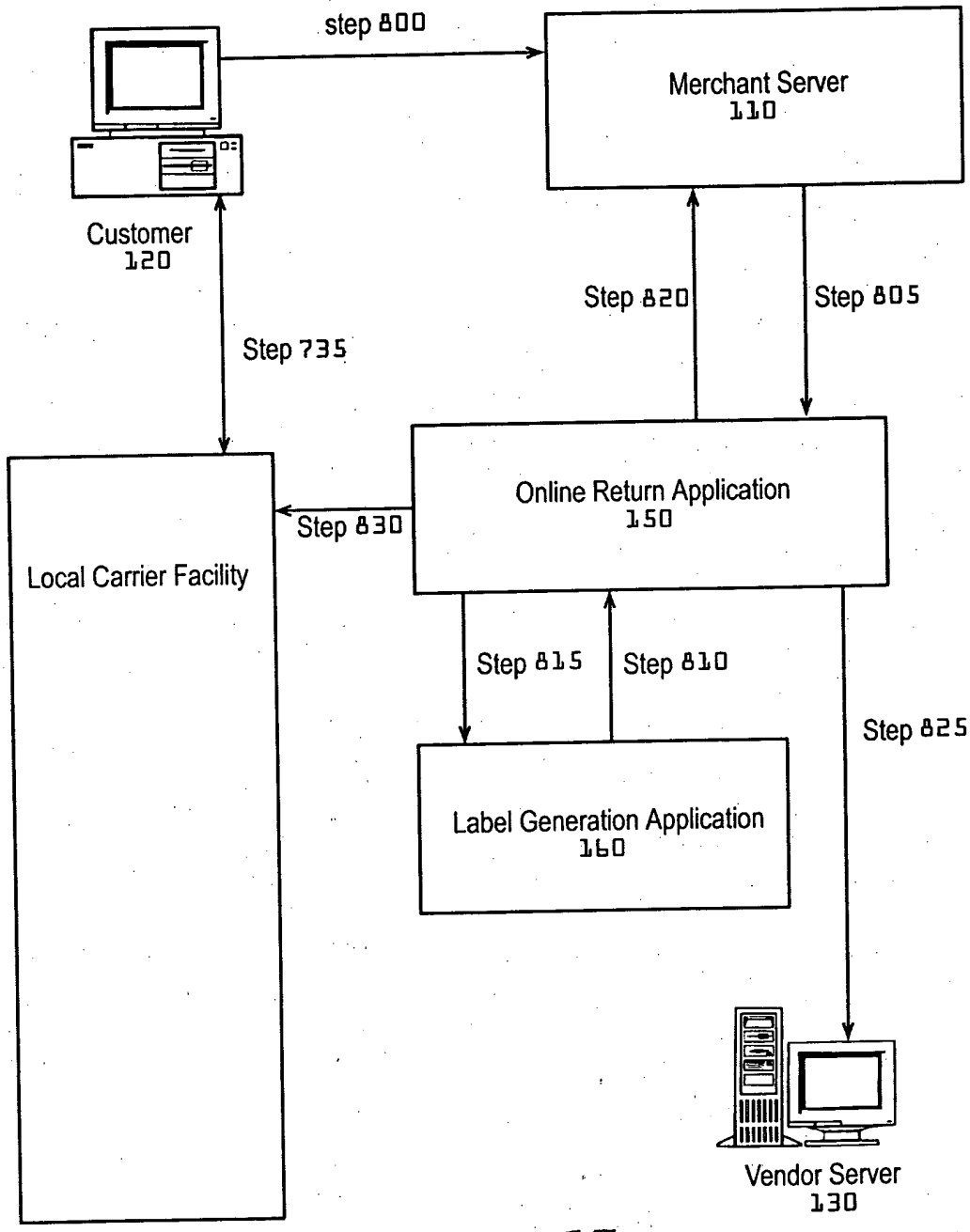
step 800
Merchant Server
110
Customer
120
Step 820
Step 805
Step 735
Online Return Application
150
Step 830
Local Carrier Facility
Step 815
Step 810
Step 825
Label Generation Application
160
Vendor Server
130

Fig. 10

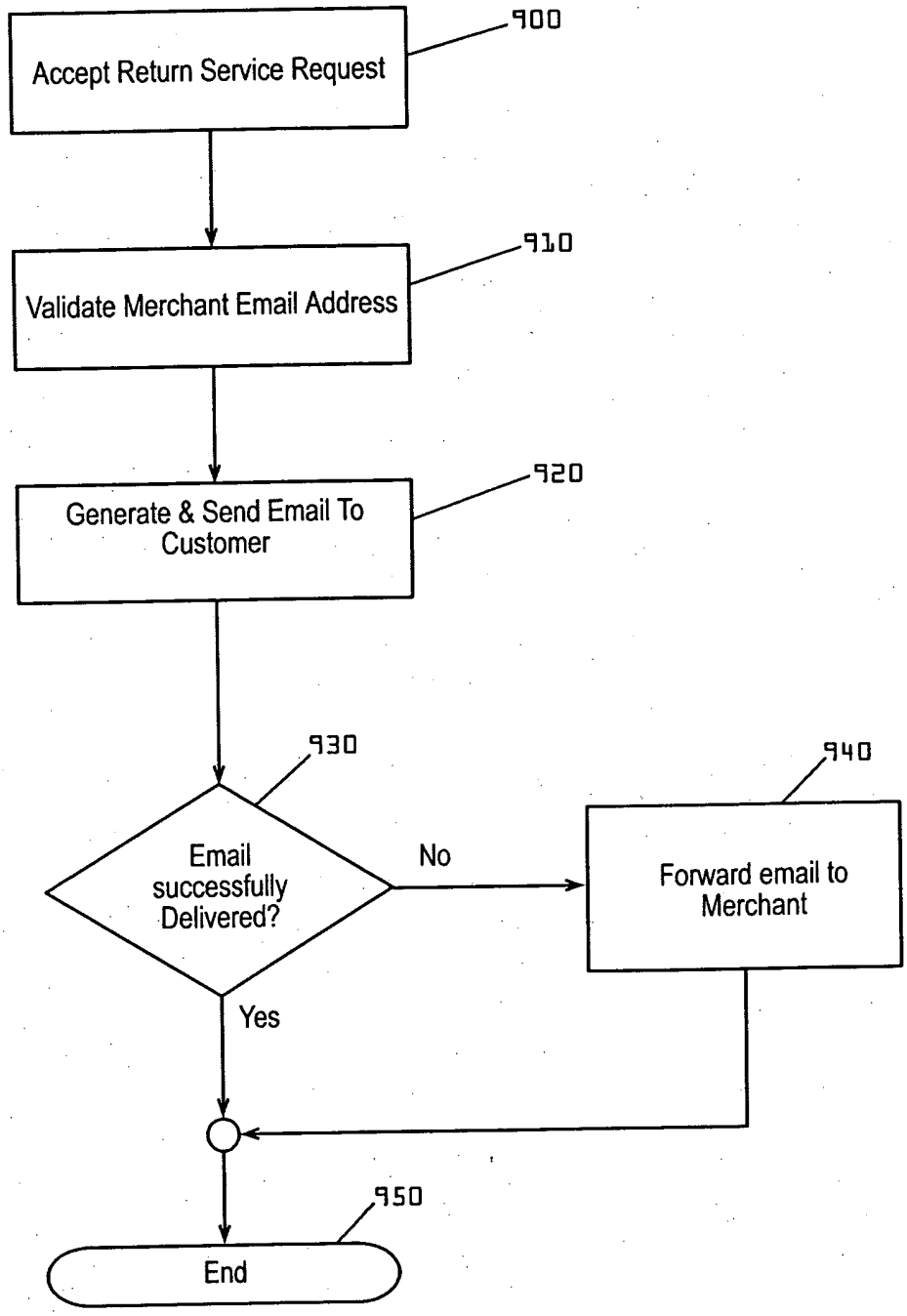
900
Accept Return Service Request
910
Validate Merchant Email Address
920
Generate & Send Email To Customer
930
Email successfully Delivered?
No
940
Forward email to Merchant
Yes
950
End

Fig. 11

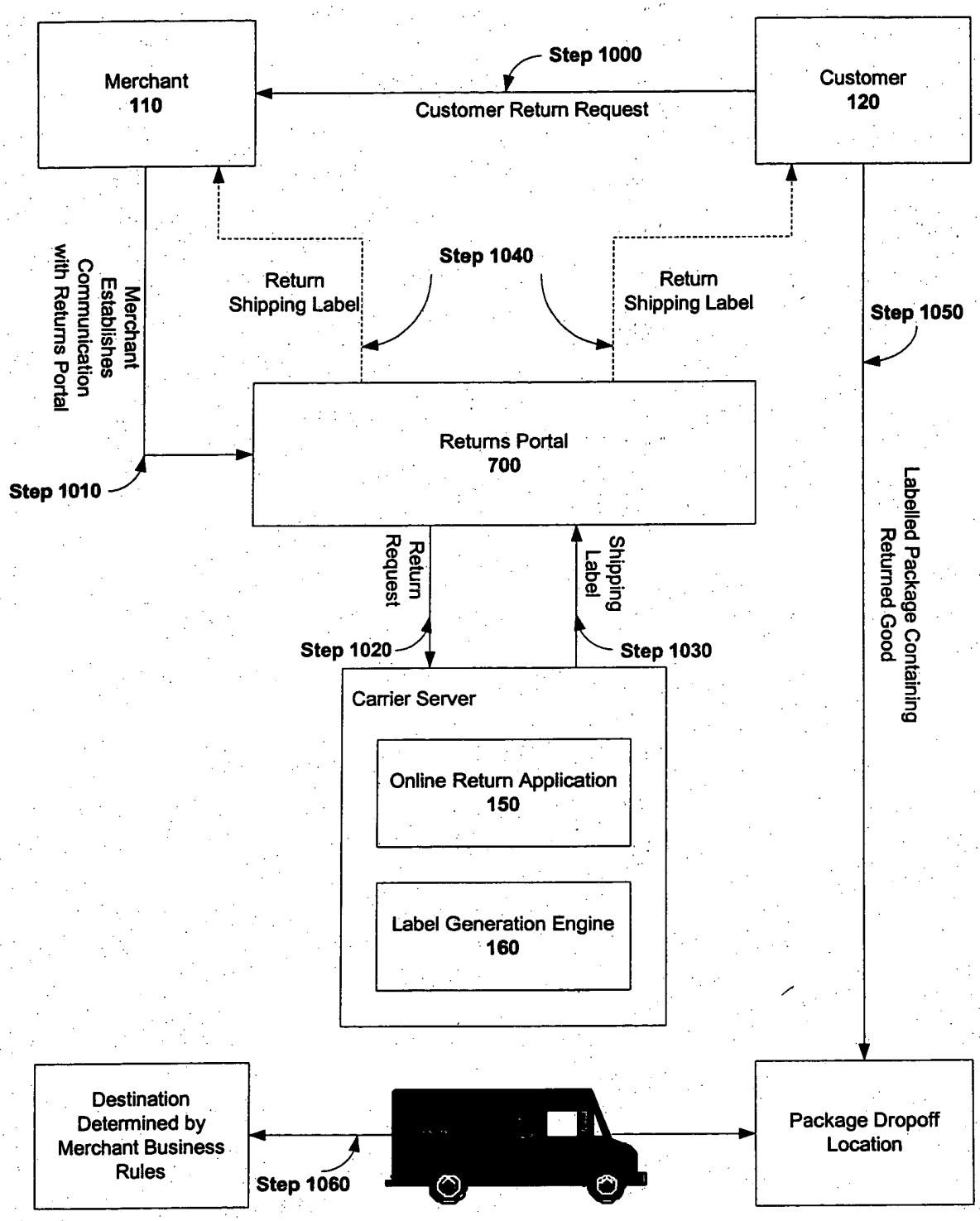
Merchant
110
Step 1000
Customer Return Request
Customer
120
Merchant Establishes Communication with Returns Portal
Step 1010
Return Shipping Label
Step 1040
Return Shipping Label
Step 1050
Returns Portal
700
Return Request
Step 1020
Shipping Label
Step 1030
Labelled Package Containing Returned Good
Carrier Server
Online Return Application
150
Label Generation Engine
160
Destination Determined by Merchant Business Rules
Step 1060
Package Dropoff Location

Fig. 12

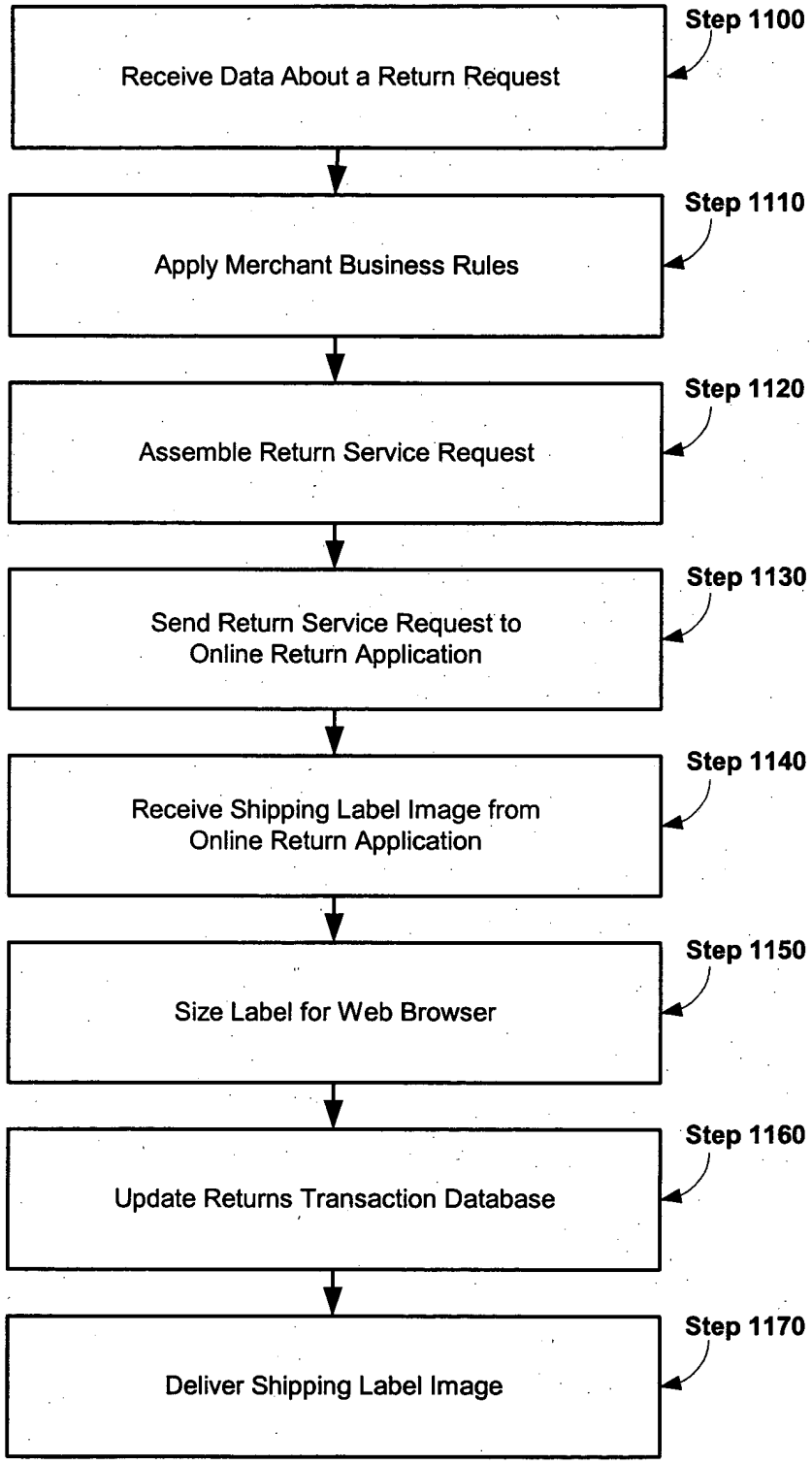
Receive Data About a Return Request
Step 1100
Apply Merchant Business Rules
Step 1110
Assemble Return Service Request
Step 1120
Send Return Service Request to Online Return Application
Step 1130
Receive Shipping Label Image from Online Return Application
Step 1140
Size Label for Web Browser
Step 1150
Update Returns Transaction Database
Step 1160
Deliver Shipping Label Image
Step 1170

Fig. 13